



# Teaching guide

## IDENTIFICATION DETAILS

Degree:	Gastronomy		
Field of Knowledge:	Science		
Faculty/School:	Economic and Business Science		
Course:	FOOD & BEVERAGE SERVICE		
Type:	Compulsory	ECTS credits:	6
Year:	1	Code:	1409
Teaching period:	Second semester		
Area:	Culinary Arts		
Module:	Discipline		
Teaching type:	Classroom-based		
Language:	English		
Total number of student study hours:	150		

## SUBJECT DESCRIPTION

The main objective of this subject is to provide the student with a complete view (360 degrees) of what Food and Beverage service is.  
The gastronomic area of any hotel establishment is known as the Department of Food and Beverage (F&B) and it includes everything related to the gastronomic service itself, from production to service and/or sales.

## SKILLS

### Basic / general / cross skills

Students must have demonstrated knowledge and understanding in an area of study that is founded on general secondary education. Moreover, the area of study is typically at a level that includes certain aspects implying knowledge at the forefront of its field of study, albeit supported by advanced textbooks

Students must be able to apply their knowledge to their work or vocation in a professional manner and possess skills that can typically be demonstrated by coming up with and sustaining arguments and solving problems within their field of study

Students must have the ability to gather and interpret relevant data (usually within their field of study) in order to make judgments that include reflections on pertinent social, scientific or ethical issues

Students must be able to convey information, ideas, problems and solutions to both an expert and non-expert audience

Students must have developed the learning skills needed to undertake further study with a high degree of independence

Develop professional skills such as humility in the workplace, consistency in practice, tidiness and discipline, objective self-criticism and the spirit of achievement

Develop the professional skills involved in risk forecasting, decision making and problem solving

Adopt an attitude of intellectual eagerness, scientific interest and the search for knowledge and truth in your professional and personal undertakings

Assume a personal and institutional ethical commitment in the workplace

### Specific skills

Understand and know how to remain up to date on the current situation of the environment, needs, market and applications of the gastronomy, hotel and culinary arts sector

Know and apply food service, hygiene and quality standards in the professional culinary arts, catering and hotel environment

Develop the sensitivity and skill of valuing times and costs; the economy of expenses, the use of products and the design of hotel menus and services using financial criteria

Develop and educate on sensitivity in relation to aspects regarding the appearance, presentation and assembly of dishes and end products for customers

### DISTRIBUTION OF WORK TIME

CLASSROOM-BASED ACTIVITY	OUT-OF-CLASSROOM ACTIVITY
60 hours	90 hours

### GOAL

The student will have a global and particular overview, theoretical and its professional application, of the service of F&B. Interiorizing and acquiring the knowledge of the critical elements of the operations and management of Food and Beverage Service.

### LEARNING RESULTS

Upon completion of this subject the student will fully understand the technical vocabulary in the service of Food &

Beverage. The student will acquire a specific knowledge of the product directly related to the service of F&B. The student will identify and implement in a concise manner all the operative processes and the key factors within the service of F&B in all its areas.

## LIST OF TOPICS

1. Introduction to Food & Beverage Service
2. Occupational Health, Safety and Welfare
3. hygiene and legal issues
4. Food & Beverage sectors of hotel, restaurant and food and wine related businesses.
5. Professional attributes of service personnel
6. Food & Beverage terminology.
7. Product knowledge
8. Responsible service of alcohol
9. Types of service style
10. Making and service of hot beverages
11. Restaurant and Bar mise en place
12. Restaurant procedures and operations.
13. Bar procedures and operations
14. Promoting and selling products
15. Point of Sale and Micros Fidelio

## TEACHING-LEARNING METHODOLOGY/ACTIVITIES

**METHODOLOGY / LEARNING ACTIVITIES Presential MASTER LESSON:** Unlike classical lecture, where the main weight lies on the teacher, in participatory lecture we want the student to pass from a passive to an active role, encouraging their participation. This requires a good structure of content, a professor clear exposition and be able to hold the attention and interest of the student, encouraging their participation and curiosity by giving suggestions, questions, readings, etc.

**INDEPENDENT WORK.** With this approach the student takes the initiative with or without the help of others (teachers, peers, tutors, mentors). He/She will search for their learning needs, formulate learning goals, identify the resources you need to learn, choose and implement appropriate learning strategies and evaluates the results of their learning. The teacher becomes the guide, facilitator and source of information that assists in the self-learning style. This methodology will be of particular interest for the development of skills related to self-research .

**COOPERATIVE TEAM WORK :** The number of students in our university we scheduled allows working in small groups. Cooperative team work is defined as "instructional strategies in which students are divided into small groups and are evaluated on group productivity", which puts both individual responsibility as positive interdependence, It's an American professional teamwork game .

**CASE METHOD:** Learning acquisition through case studies or actual management situations. This technique of active learning, focusing on research student on a real and specific problem, helps students acquire the basics for an inductive kind of study.

**TUTORIAL SYSTEM ACTION:** including interviews, focus groups, self reports and tutorial reports.

**RESEARCH:** Finding information with a previous target from various sources and documents, analysis and synthesis of data and development of conclusions, alone or in collaboration with other researchers or departments outside the classroom.

## LEARNING APPRAISAL SYSTEM

**METHODOLOGY / LEARNING ACTIVITIES Presential MASTER LESSON:** Unlike classical lecture, where the main weight lies on the teacher, in participatory lecture we want the student to pass from a passive to an active role, encouraging their participation. This requires a good structure of content, a professor clear exposition and be able to hold the attention and interest of the student, encouraging their participation and curiosity by giving suggestions, questions, readings, etc.

**INDEPENDENT WORK.** With this approach the student takes the initiative with or without the help of others (teachers, peers, tutors, mentors). He/She will search for their learning needs, formulate learning goals, identify the resources you need to learn, choose and implement appropriate learning strategies and evaluates the results of their learning. The teacher becomes the guide, facilitator and source of information that assists in the self-learning style. This methodology will be of particular interest for the development of skills related to self-research .

**COOPERATIVE TEAM WORK :** The number of students in our university we scheduled allows working in small groups. Cooperative team work is defined as "instructional strategies in which students are divided into small groups and are evaluated on group productivity", which puts both individual responsibility as positive interdependence, It's an American professional teamwork game .

**CASE METHOD:** Learning acquisition through case studies or actual management situations. This technique of

active learning, focusing on research student on a real and specific problem, helps students acquire the basics for an inductive kind of study.

TUTORIAL SYSTEM ACTION: including interviews, focus groups, self reports and tutorial reports.

RESEARCH: Finding information with a previous target from various sources and documents, analysis and synthesis of data and development of conclusions, alone or in collaboration with other researchers or departments outside the classroom.

**STUDENTS WITH CONTINUOUS ASSESSMENT:**

Every exam involve in continuous assessment shall be subject to the provisions of the Evaluation Grades in Business Administration and Marketing Policy.

Written or oral tests, developmental, multiple choice or short answer: Weight 50%

Daily activities and exercises: Weight 25%

Individual and team work: 15%

Attendance and participation in classroom activities in the classroom: 10%

**STUDENTS WITH WAIVER OR WIHTOUT CONTINUOUS ASSESSMENT:**

Whit previous Justification waiver. Must submit every essay of their classroom teamates previously raised.

Score 50% They must pass the final exam with a minimum grade of 5.5. 50% "All evidence capable of assessment shall be subject to the provisions of the Evaluation Grades in Business Administration and Marketing Policy.

Students with justification waiver will be assessed through exams or essays and must substantiate it by reliable means.

## **BIBLIOGRAPHY**

### **Basic bibliography**

B.Davis, A. Lockwood, S.Stone.Food and beverage management.